

Position # 33247 IS Systems Development Services - Specialist

The Division of Hearings and Appeals conducts Administrative Hearings on behalf of a variety of State agencies. The Division's case load is managed using ACES, a case management application developed in-house. We are extensively automated and rely heavily on our computer systems. We are in the process of replacing ACES and expanding public access to our decisions and other hearing information. This position will be responsible for the implementation of the ACES replacement.

Position Summary

This position will assist DHA in all areas of Information systems under the general supervision of the Administrative Services Supervisor. This position will have primary responsibility for the Division's web site, internal SharePoint site and a public facing decision repository housed on a SharePoint server, obtaining data from our SQL server and serving as the agency contact during the ACES replacement process.

Goals and Worker Activities

TIME%

GOALS AND WORKER ACTIVITIES

40%

A. Development and Maintenance

A1. Participate in all aspects of ACES replacement including:

- Serving as the main point of contact for the selected vendor.
- Review and suggest improvements to existing processes to improve efficiency when working with the new system.
- Identifying missing functionality and determining best method for serving those needs.
- Development of test plans
- Documentation
- Training
- Perform administration and maintenance tasks in the new system after implementation.
- Collect problem reports, enhancement requests and other comments from DHA users, investigate and provide training or communicate issues to the vendor after implementation.

A2. Create and maintain SQL Procedures.

A3. Provide data correction help to users and create ad hoc queries.

A4. Assist staff in expanding capabilities of ACES document creation system.

A5. Create utility programs and data integration programs to automate the exchange of data between the Division and external agencies.

A6. Work with outside agencies to create solutions for data sharing and process

improvement.

A7. Research topics and technologies as requested by management.

20%

B. Administer and maintain Internal SharePoint Site

B1. Improve and expand internal decision repository.

B2. Add additional functionality to make site more useful (wiki, announcements, calendar, etc.)

B3. Perform basic administration functions (add/remove users, set permissions, etc.)

15%

C. User Support

C1. Answer user questions and troubleshoot user problems

C2. Provide user training materials

10%

D. Interface with Department of Enterprise Technology

D1. Serve as the Division's DISC (Division Information Systems Coordinator).

D2. Serve as the Division's Security officer.

D3. Observe the Division's internal management meetings.

D4. Participate in projects with outside agencies.

10%

E. Enhance capabilities of Division Web site

E1. Improve the functionality of the Division's publicly searchable decision repository accessible from the division's web site.

E2. Develop processes and code to facilitate decision uploading.

E3. Create electronic web forms for requesting hearings, submitting information, etc.

E4. Improve overall web functionality and appearance.

5%

F. Professional Development

F1. Maintain technical knowledge and keep current with new technologies as they

apply to the Division's workload.

Knowledge, Skills and Abilities

- Strong analytical skills and ability to solve challenging problems.
- Knowledge of, and ability to, develop .NET software
- Knowledge of, and skill in the use of MS Technologies such as Visual Studio, Office 2010, C#, SQL Server, Windows and SharePoint
- Knowledge of database concepts and SQL commands
- Debugging skills
- Web development skills including use of HTML, CSS and JavaScript.
- Ability to learn quickly; synthesize complex information; identify key points and communicate results.
- Strong oral and written communication skills
- Organization and Documentation skills
- Prioritization skills
- Ability to work independently and in collaborative teams
- Ability to explain concepts at a low level to non-technical users.
- Ability to diagnose and assist with user problems.
- Ability to work with others to develop and monitor test plans.